

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : PFIFFNER, Kimberly Ann et al.
SERIAL NO : 09/918,091
FILED : July 30, 2001
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 3628
Examiner : LIVERSEDGE, Jennifer L.
Conf. No. : 2045
Docket No. : P04763US00 CC CENTRAL

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 3, 2006, kindly enter the following
amendments and consider the following remarks.

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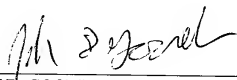
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Date: April 3, 2007



JOHN D. GOODHUE